

MADERA COUNTY
REVENUE SERVICES MANAGER

DEFINITION

Under general direction, to plan, organize, direct, and participate in the collection of receivables and delinquent accounts of various County departments; to make determinations and recommendations on appropriate legal or other actions in securing payments; to compile and evaluate information needed for collection of current and delinquent accounts; to administer collection agency contracts; and to do related work as required.

SUPERVISION EXERCISED

Exercises direct supervision over technical and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Manages, supervises, and coordinates the County's centralized collections program; participates in the development and implementation of goals, objectives, policies, and priorities for assigned areas; selects, directs, supervises, trains, and evaluates assigned personnel; identifies opportunities for improving service delivery methods and procedures and reviews with appropriate management staff; participates in the development and administration of the assigned budget(s) and in preparing budget requests and controlling expenditures; coordinates assigned services and activities with those of other divisions and outside agencies and organizations; supervises and performs collections of current and delinquent accounts by correspondence and appropriate action as prescribed by statutes; interviews debtors and establishes repayment plans; determines proper action to be taken in effecting collections; negotiates payment or settlement agreements with debtors; directs and participates in the maintenance of records and the preparation of reports concerning accounts receivable and collection activities; advises the public and employees on laws and legal procedures affecting current and delinquent accounts; represents the County on collections related issues in court; administers contracts and performance of outside collection agencies; administers and supervises the automated collection system through outside agencies.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services, and activities of a collections program.

Principles and practices of budget development, preparation, and expenditure control.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes, and regulations including those related to the legal collection of funds.

Modern office practices, methods, and computer equipment.

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Knowledge of:

Basic principles and techniques of management and program administration.
Investigative procedures and techniques necessary in collecting current and delinquent accounts.
Local government revenue sources.
Interviewing principles and techniques.
Modern collection practices, procedures and methods.
Legal actions required in the collection of delinquent accounts.
Legal documents and Civil Code procedures.
Principles and procedures of financial record keeping and reporting.
Principles and practices of data collection and report preparation.
Principles of business letter writing.

Skill to:

Operate modern office equipment including computer equipment.

Ability to:

Manage, supervise, and coordinate the County's collection activities and operations.
Supervise, train, and evaluate assigned staff.
Participate in the development and preparation of the assigned budget and expenditure control.
Oversee the preparation and presentation of operation and activities reports.
Interpret, apply, and explain the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions including legal procedures and prerogatives involved in the collection of current and delinquent accounts.
Gather, analyze, and evaluate evidence, draw logical conclusions, and adopt an effective course of action.
Use tact and courtesy in working with the general public and representatives of other agencies.
Prepare clear and concise written and financial reports and correspondence.
Effectively negotiate and administer contract provisions with outside agencies.
Develop and implement efficient automated systems through outside agencies.
Interview effectively.
Deal tactfully, fairly and firmly with clients.
Prepare and file legal documents with the courts.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

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Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Four years of responsible collections experience including some supervisory experience, preferably in a governmental agency.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, business administration, public administration or a related field.

License or Certificate:

Possession of, or ability to obtain, Notary Public certification is desirable.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: May, 1995